



Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (USE AS MANY SHEETS AS NECESSARY)				Complete if Known	
				Application Number	10/766,790
				Filing Date	January 27, 2004
				First Named Inventor	Scott Malat et al.
				Art Unit	2617
				Examiner Name	Barry W. Taylor
				Attorney Docket Number	14846-38
Sheet	1	Of	4		

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-Kind ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		4649563	03/10/1987	Riskin	
		4694483	09/15/1987	Cheung	
		4792968	12/20/1988	Katz	
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Sheet	2	Of	4	Attorney Docket Number	14846-38

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		5555299	09/10/1996	Maloney et al.	
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FOREIGN PATENT DOCUMENTS					
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NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		TELEPHONY, CTI (COMPUTER-TELEPHONY INTEGRATION), INTERNET, 05/25/1999, 1 PAGE	
		VOCLTEC LTD.; VOCALTEC TELEPHONY GATEWAY, PRODUCT BROCHURE, 01/01/1996	
		INTERNET TELEPHONY, COMPUTER TELEPHONY SOLUTIONS, INTERNET, 05/25/1999, 1 PAGE	
		COMPUTER TELEPHONY SYSTEMS, COMPUTER TELEPHONY SOLUTIONS, INTERNET, 05/29/1999, 3 PAGES	
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		VOCALTEC LTD.; TELEPHONY GATEWAY, 01/01/1996, PP. 1-9	
		MAHONEY; CUSTOMER BASE MANAGEMENT: LEVERAGE TELEMARTETING AND CALL CENTER ENVIRONMENT, DIRECT MARKETING, VOL. 59, NO. 6, 10/01/1996, P. 20	
		CSU/DSU (CHANNEL SERVICE UNIT/DATA SERVICE UNIT), CTI (COMPUTER-TELEPHONY INTEGRATION), PP. 208-210;	
		U.S. COURT OF APPEALS FOR THE FEDERAL CIRCUIT; IEX CORPORATION VS. BLUE PUMPKIN SOFTWARE, INC., 02/02/2005	

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